

FIG. 1

DD CRM SBC SYSTEST Build #16 - Guest Travel Plans - Travel Components

File Edit View Screens Go Query Help

SIEBEL

History List Threads Guest: Queries

Households Guests Travel Plans Travel Components Interactions Travel Agencies

All Guests

Interactions

Travel Plans - Travel Components (SBC)

Travel Plans - Filter (SBC)

Guest

*First Kim *Last Jones *Sales Opportunity Title Mrs. *Household Information *Name Jones Address 5946 Pitch Pine Dr. *E-Mail k.jones@aol.com Home Phone (708) 456-7890 Work Phone (708) 525-1247 ☐ Undeliverable ☐ Don't E-Mail ☐ Disney Club ☐ (Deceased) ☐ Passholder

Travel Plans

Household	Surprise	Start Date	End Date	Logibro Client File	Created Date/Time	Travel
Jones		11/18/2002	11/23/2002		10/15/2002 11:32 AM	Jones
Jones		09/09/2002	09/12/2002		2/25/2001 12:51 PM	Jones
Jones		08/30/2002	09/03/2002	33265563	8/27/2002 8:40 PM	Jones
Jones		01/03/1999	01/06/1999		2/25/2001 12:51 PM	Jones
Jones		01/03/1997	01/04/1997		2/25/2001 12:51 PM	Jones
Jones		01/04/1995	01/09/1995		2/25/2001 12:51 PM	Jones
Jones		01/04/1994	01/08/1994		2/25/2001 12:51 PM	Jones

Travel Components

Status Type Component Name Package Name CRS Res No. Requested Resol

Shop Logibro Packag Wilderness Lodge - Woods INTERNET RESORT NO REQUEST

Item: 1 of 7+

ANI: 4445551212

Wrong Date

Dial Pad

Release

Hold

10:21 AM 4445551212 InCall 02:22

CTIAgent3 max 1 voice

Start

8:00 AM Agent

Call Work

Call Purpose: Make New Reservation - Option 2

Home Phone Number: 7084567890

4:10 PM

FIG. 2

Discovery - 4280510M 2.14 Session Id = mQa963Mo3A9JQ82K743Q - Microsoft Internet Explorer provided by Wide Orxy World

Discovery - Travel Agent

Guest Summary

Action	Last Name	First Name	Middle Name	Suffix	Title	Disney Club #	Phone	Street	City	State	Zip	Tag No.
Edits	Jones	Kim			Mrs.		7084567890	5946 Pitch Pine Dr.	Chicago	IL	60601	2103

Travel Plan

WDW Arrival	Nights	Departure	Area Arrival	Nights	Departure	# of Adults	# of Children	# of Rooms
11/18/2002	0	11/23/2002	11/18/2002	5	11/23/2002	2	2	1

Reservation Summary

Booking Status	Surprise	SOR #	Cancellation #	Cancellation Reason	Price
NO					

Travel Agent/Wholesaler Information

Name	Agency Id #	Original Contact Name	Commission	City	State	Telephone #	Chain ID
Kim			\$0.00				

Disney Resort Tier

Spas & Health Clubs	Pampering and exercise
Spectacular Pools	The ultimate in relaxation and excitement
Upscale & Family Dining	Choose from gourmet dining to casual meals
Kitchen Facilities	You can do some cooking, without the cleaning
Separate Bedrooms	One lodging with private bedrooms
Spacious Accommodation	Up to 12 Guests with a home-like atmosphere
Family Restaurants & Food	

Disney Resorts

Home Away from Home ☐

Location

Interested in Suites
 Interested in Concierge

Flexible ☒

FIG. 3

Query - 448310X 2.14 Session Id = mQa965Mo5AA9r1Q0e?K43Q - Microsoft Internet Explorer provided by Web Disney World

OverBook Back Continue Clear Cancel Recap

Help

Expand All

Discovery - Travel Agent

Guest Summary

Action	Last Name	First Name	Middle Name	Suffix	Title	Disney Club #	Phone	Street	City	State	Zip	Tag No.
Edits	Jones	Kim			Mrs.		7084567890	5946 Pitch Pine Dr.	Chicago	IL	60601	2103

Travel Plan

WDW Arrival	Nights	Departure	WDW Flexible Dates	Area Arrival	Nights	Departure	# of Adults	# of Children	# of Rooms
11/18/2002	0	11/23/2002	<input type="checkbox"/>	11/18/2002	5	11/23/2002	2	2	1

Reservation Summary

Booking Status	Surprise	SOR #	Cancellation #	Cancellation Reason	Price
NO					

Travel Agent/Wholesaler Information

Name	Agency Id #	Original Contact Name	Commission	City	State	Telephone #	Chain ID
Kim		Kim	\$0.00				

Theme Park Tickets

Are you planning on purchasing Theme Park Tickets for this visit? Yes Tickets

Swan and Dolphin

Non-Disney Resorts

Package Preferences

Meals	0 - 2 Per Stay	Recreation	No Preference
Entertainment	No Preference Cirque du Soleil Dinner Shows Multiple Spa Visits	Affiliations	No Preference 0 Per Stay Per Person 1 - 2 Per Night Per Person 1 Per Stay Per Person 1 Round of Golf Per Day 2 Rounds of Golf Per Day Unlimited Golf Unlimited Recreation None

Travel Components

Air

Car

Insurance

Miscellaneous

LDS Tickets

Tickets
Ctrl+Shift+K

Transfers

Vacation
Interests
Ctrl+Shift+Y

Travel
Components
Ctrl+Shift+E

Itinerary
Search/Select
Ctrl+Shift+Y

FIG. 4

Query - 4282510X 2.14 Session Id = mQa965MoAA997LL15P26dQ - Microsoft Internet Explorer provided by Web Disney World

Back Continue Clear Cancel Already Selected

Help Expand All

Offers

Guest Summary

Action	Last Name	First Name	Middle Name	Suffix	Title	Disney Club #	Phone	Street	City	State	Zip	Tag No.
Edit	Jones	Kim					7084567890	5946 Pitch Pine Dr.	Chicago	IL	60601	2103

Dates

WDW Arrival	Nights	Departure	WDW Flexible Dates	Area Arrival	Nights	Departure
12/18/2002	5	12/23/2002	<input type="checkbox"/>	12/18/2002	5	12/23/2002

Reservation Summary

Booking Status	Surprise	SOR #	Cancellation #	Cancellation Reason	Price
NO					

Travel Agent/Wholesaler Information

Name	Agency Id #	Original Contact Name	Commission	City	State	Telephone #	Chain ID
Kim			\$0.00				

Guaranteed ☐

Freeze Refine Select Quote

Offer 1 Disney's Wilderness Lodge /02 DISCOVERY MAGIC / 03
DREAM MAKER SILVER /Standard (JA)
Arriving on 12/18/2002 for 5 Nights - 2 Adults, 2 Children
Total Itinerary Price - US \$93599.08
Preference Match 99%

Freeze Refine Select Quote

Offer 2 Disney's Animal Kingdom Lodge/02 DISCOVERY MAGIC / 03
DREAM MAKER SILVER/Standard Parking (QA)
Arriving on 12/18/2002 for 5 Nights - 2 Adults, 2 Children
Total Itinerary Price - US \$3653.08
Preference Match 97%

Freeze Refine Select Quote

Offer 3 The Villas at Wilderness Lodge/02 DISCOVERY MAGIC / 03
DREAM MAKER SILVER/Studio (XA)
Arriving on 12/18/2002 for 5 Nights - 2 Adults, 2 Children
Preference Match 97%

Freeze Refine Select Quote

Offer 4 Disney's Wilderness Lodge/ROOM ONLY/Standard (JA)
Arriving on 12/18/2002 for 5 Nights - 2 Adults, 2 Children
Preference Match 97%

Air Ctrl+Shift+A
Car Ctrl+Shift+C
Insurance Ctrl+Shift+I
Miscellaneous Ctrl+Shift+N
LOS Tickets Ctrl+Shift+T
Tickets Ctrl+Shift+K
Transfers Ctrl+Shift+X
Vacation Interests Ctrl+Shift+V
Travel Components Ctrl+Shift+E
Itinerary Search/Select Ctrl+Shift+Y

FIG. 5

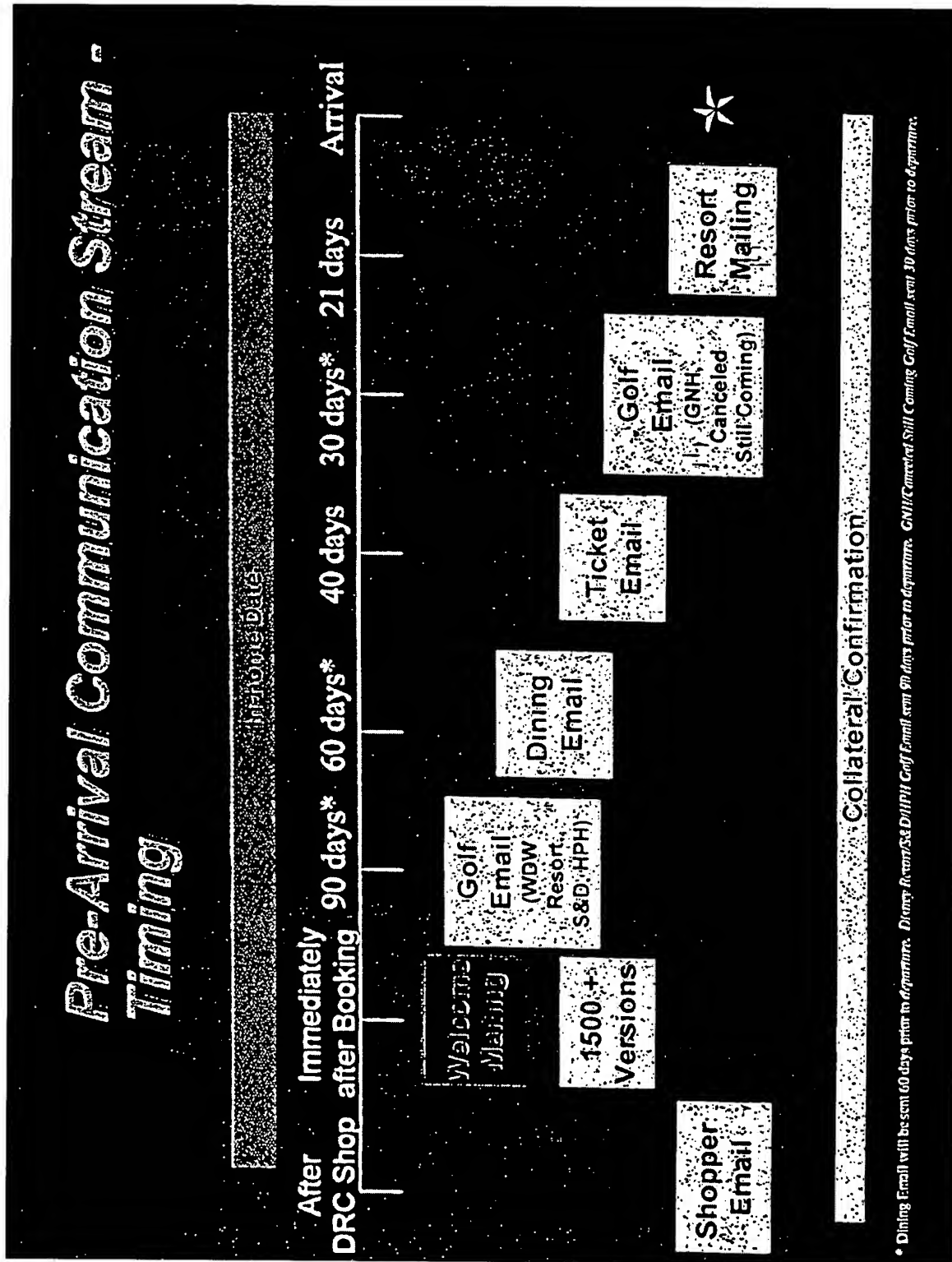


FIG. 6



FIG. 7

Integrated Solution Design Future State Architecture

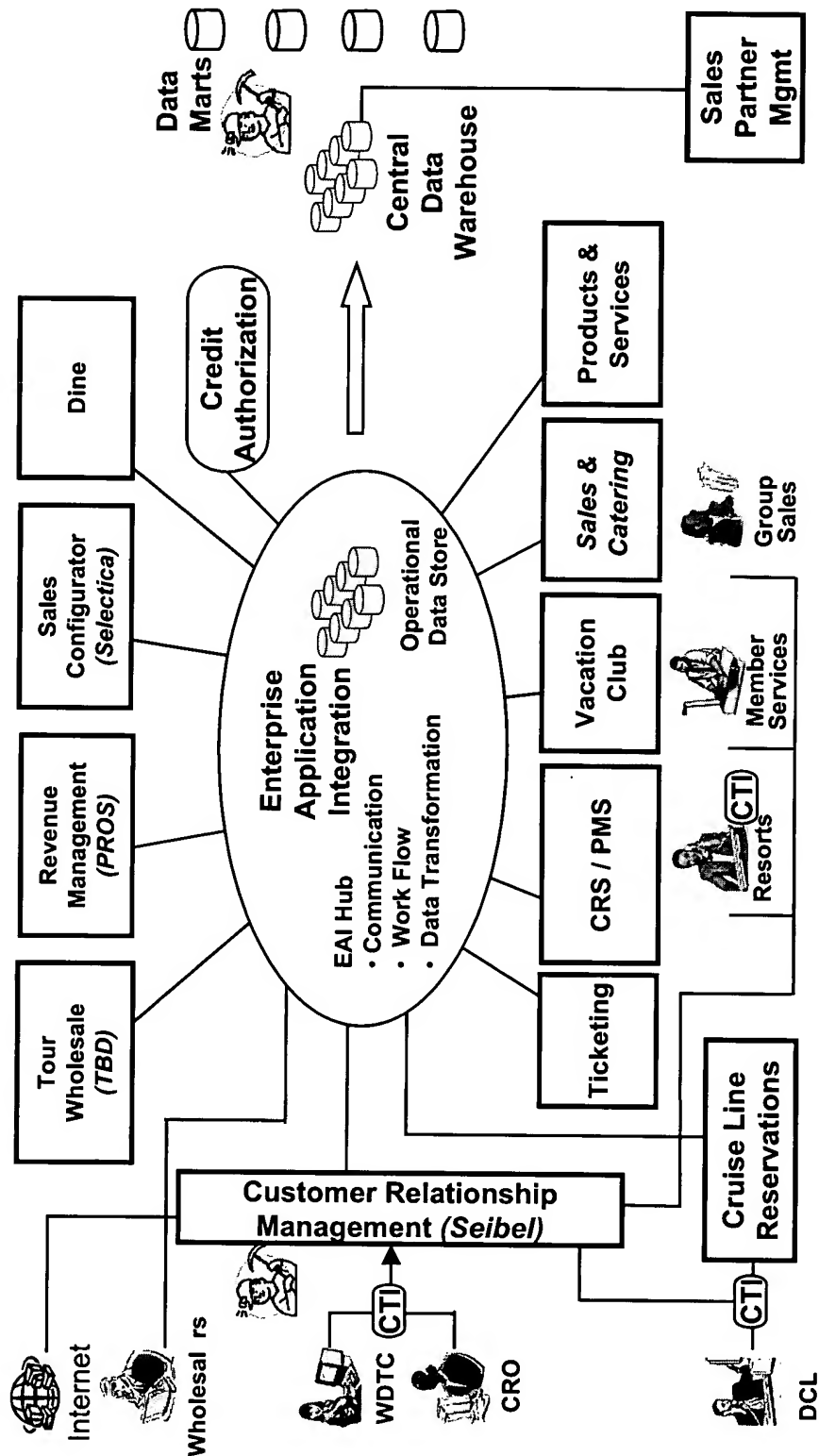


FIG. 8

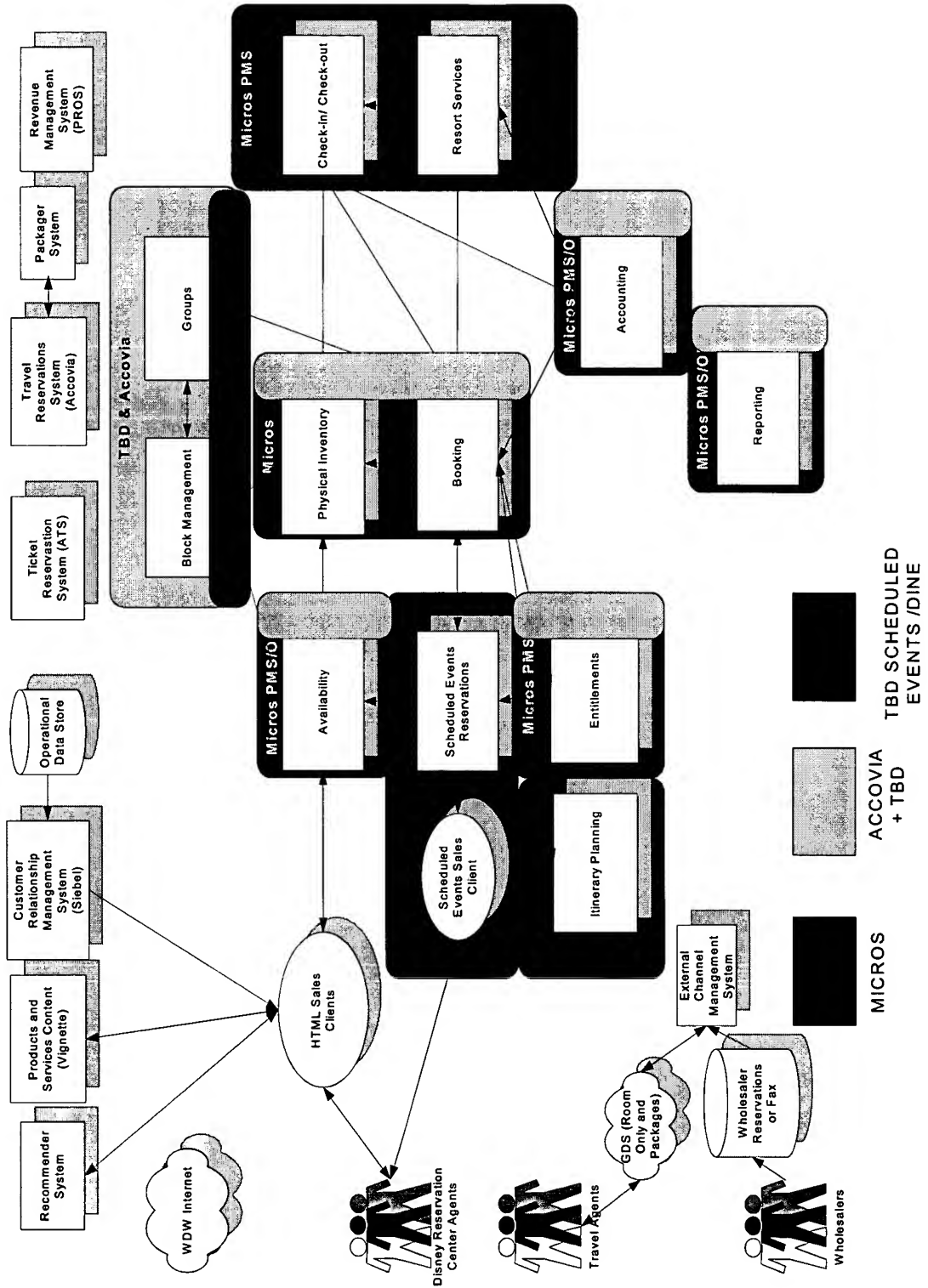


FIG. 9

Enterprise Application Integration

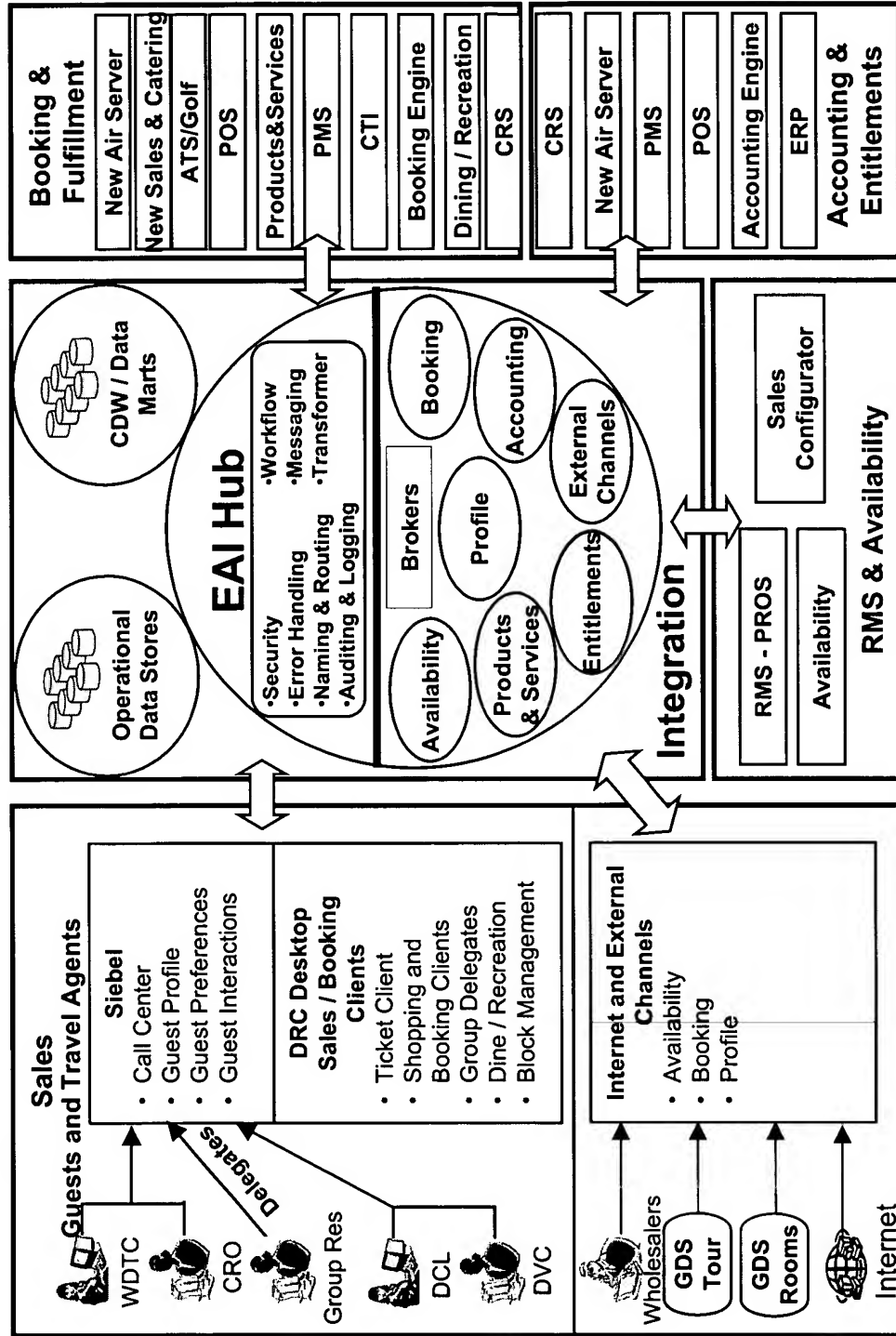


FIG. 10

Data Integration via EAI Hub

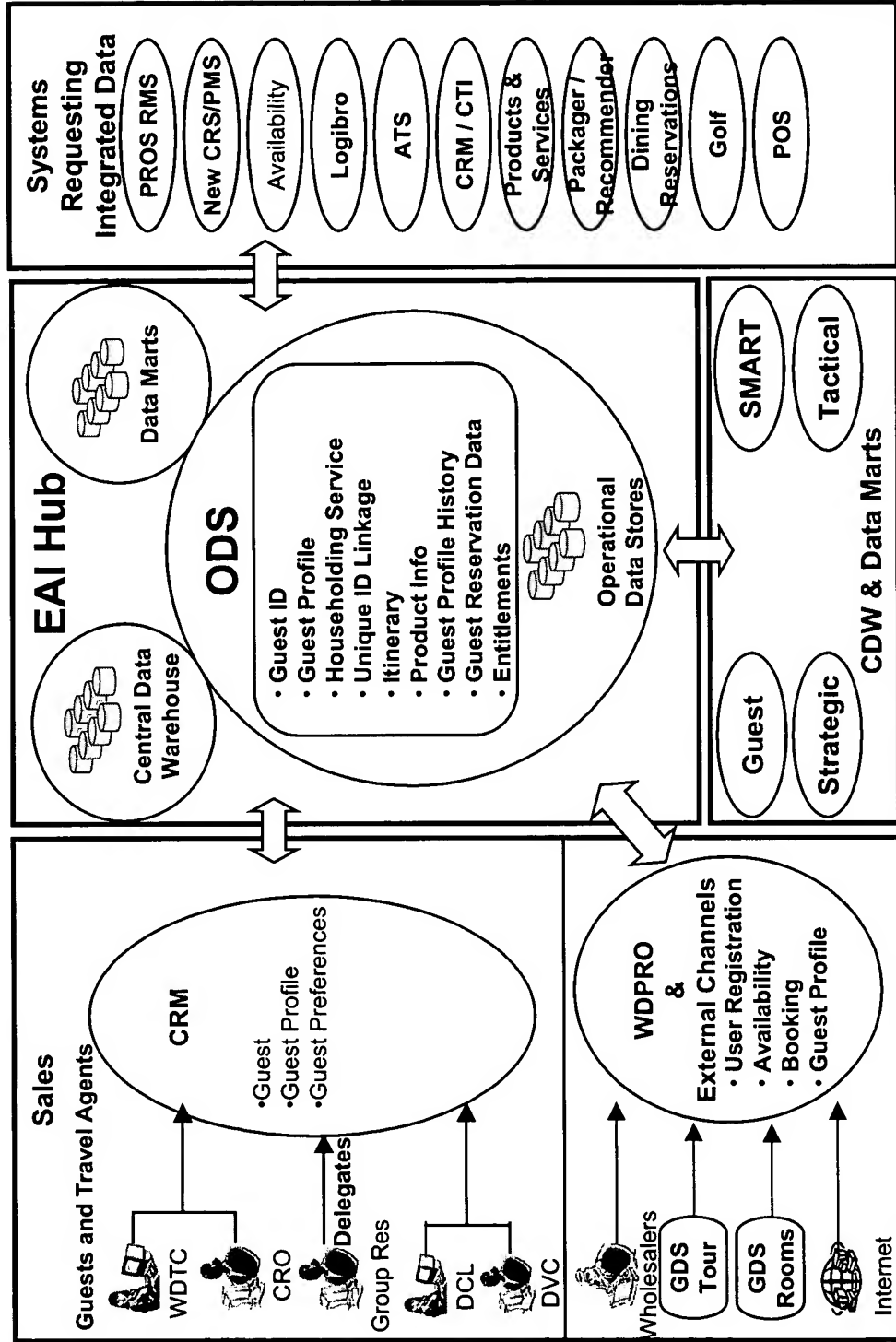


FIG. 11

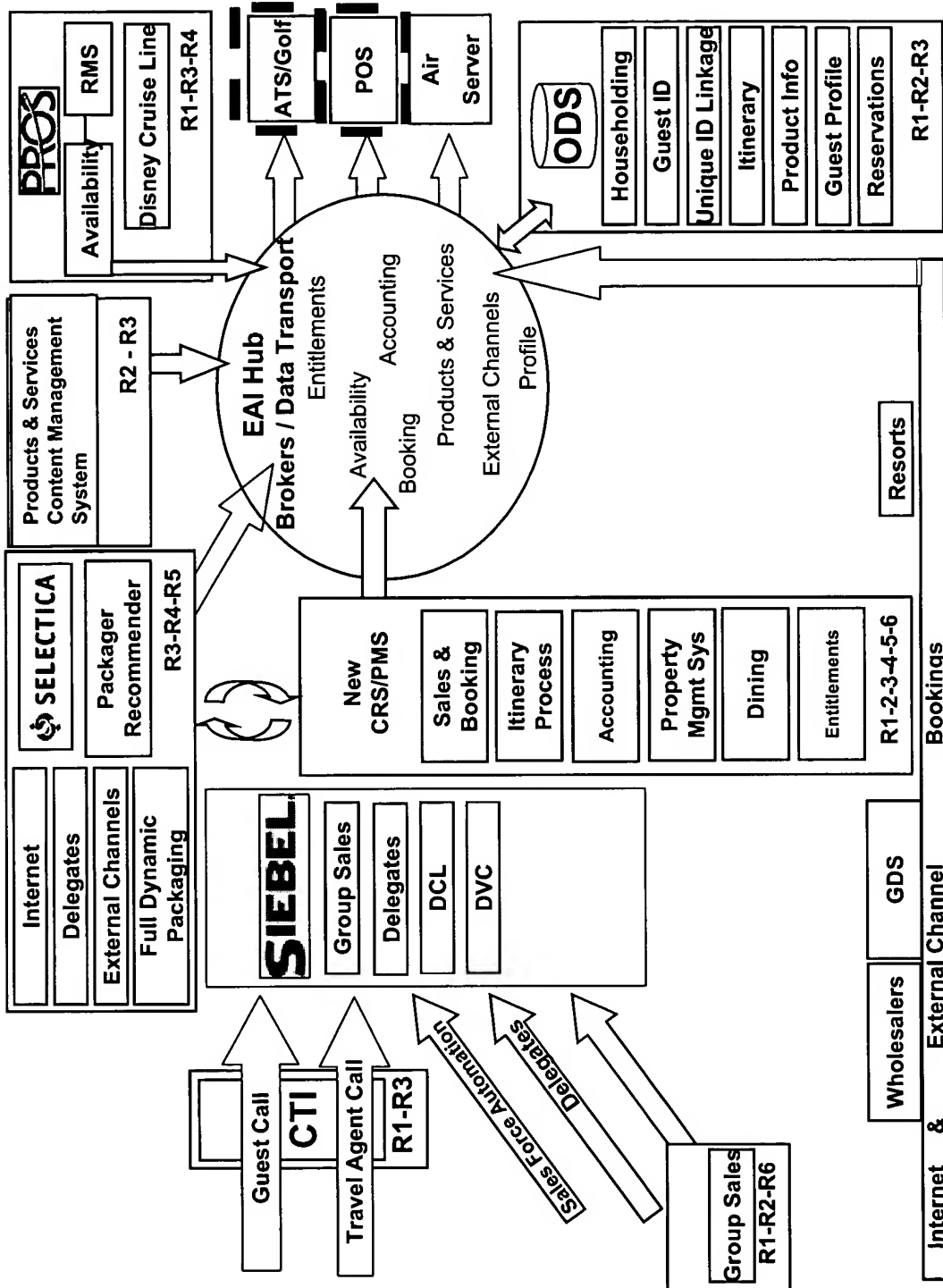


FIG. 12

Glossary of Terms In Relation to Figures 1-12

ATS

Automated Ticketing System

CRO

Central Reservations Office

CRS

Central Reservations System that books and holds all reservations

CTI

Computer Telephony Integration

DCL

Disney Cruise Line

DRC

Disney Reservation Center

DVC

DISNEY Vacation CLUB

EAI

Enterprise Application Integration

ERP

Enterprise Resource Planning

GDS

Global Distribution Systems

GNH

Good Neighbor Hotels are hotels in the Walt Disney World Resort area that have agreements with Walt Disney World to accept referral business from Walt Disney World.

GP

Grand Parents

HPH

Hotel Plaza Hotels are third party owned and operated resorts on Walt Disney World Property

MICROS

Micros is a registered trademark of Micros Fidelio, Inc. and is packaged software providing central reservations and property management applications.

ODS

Operational Data Store used to store operational data used by systems.

PMS

Property Management System that supports the operation of hotels and fulfillment of purchased entitlements

POS

Point of Service Application

PROS

PROS is a registered trademark of PROS Revenue Management, Inc. and is packaged software used to perform revenue management functions.

RMS

Revenue Management System

SBC

Sales & Booking Client – user interface for reservation operators used to automate the sales flow

S&D

Swan & Dolphin Hotels are third party owned and operated resorts on Walt Disney World Property

SELECTICA

Selectica is a registered trademark of Selectica, Inc. and is packaged software used to house constraint based rules for the bundling of package components and the subsequent recommendation of those products.

SIEBEL

Siebel is a registered trademark of Siebel Systems, Inc. This is packaged software for e-sales, e-marketing & e-service

SMART

Sales & Marketing Analysis and Reporting Tool

WDPRO

Walt Disney Parks & Resorts Online

WDTC

Walt Disney Travel Company